

Information Organization, Usability, Currency & Accessibility (IOU) Working Group Charter California Portal Steering Committee	
Charter Date:	February 10, 2006
Sponsor:	California State Portal Steering Committee
Working Group Members:	Neal Albritton, Department of Rehabilitation Steve Branson, Department of Health Services Steve Clemons, State Enterprise Architecture Program Mary Fernandez, State Personnel Board Donna Freeman, Franchise Tax Board Daniel Gullahorn, Office of the State Chief Information Officer John Jewell, California State Library, Chair Anamarie Malone, Department of Technology Services Liz Mechem, Department of Insurance Claudina Nevis, Office of the State Chief Information Officer Kristine Ogilvie, California State Library, Vice-Chair Rob Quigley, Office of the State Chief Information Officer Deborah Schwartz, California Research Bureau Theresa Giles, Department of Health Services Lynelle Jolley (Alternate), Department of Personnel Administration Patrick Johnson (Alternate), Department of Rehabilitation
Authority and Accountability	The Working Group will make recommendations to the California State Portal Steering Committee for enactment. The Working Group does not have authority to enact policies, standards, guidelines, or best practices.
Working Group Objective	To improve service delivery to California's diverse citizenry and business communities by recommending to the State Portal Steering Committee, standards, guidelines, policies, procedures, and best practices in web information and by recommending templates based on those best practices for California departments and agencies to use in deploying a web presence that is accessible, usable, and understandable.

Scope of Effort	In Scope: <ol style="list-style-type: none"> 1 Accessibility – making the web accessible to people, including those with disabilities <ul style="list-style-type: none"> • Section 508 • W3C Accessibility • Non-English Translations • General Accessibility 2 Usability – quality of a user’s experience when interacting with the website. <ul style="list-style-type: none"> • Look and Feel <ul style="list-style-type: none"> – Page Layout • Navigation • Links to External Sites <ul style="list-style-type: none"> – Disclaimer • Obsolete or Broken Links <ul style="list-style-type: none"> – Redirection – Notification • Content <ul style="list-style-type: none"> – Currency – Relevancy – Accuracy – Plain Language • Branding • User Identification <ul style="list-style-type: none"> – Audiences – Communities of Interest • URL Naming Convention 3 Findability – how structure, classification, and organization of content can help users find the information they need <ul style="list-style-type: none"> • Metadata • Organization <ul style="list-style-type: none"> – Taxonomy – Labeling – Thesauri 	Not In Scope: <ol style="list-style-type: none"> 1 Search Engines <ul style="list-style-type: none"> • Relevancy • Algorithms • Spidering 2 Marketing 3 Enterprise Architecture 4 Archiving and Permanent Access
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Deliverables	Recommendations to Portal Steering Committee for: <ul style="list-style-type: none"> • Best Practices • Guidelines • Standards • Policies • Procedures • Templates (Note: Working Group will review proposed templates developed by departments and provide advice and recommendations based upon accessibility and usability standards. The Working Group will <i>NOT</i> be responsible for developing templates.) 	
Charter Modifications	This charter is to remain in effect until modified and approved by the California State Portal Steering Committee.	
Charter Approvals, Version 1		Date:
PK Agarwal, Director, Department of Technology Services		
Vince Brown, Chief Deputy Director, Department of Finance		
Will Bush, Chief Deputy Director, Franchise Tax Board		
Catherine Campisi, Director, Department of Rehabilitation		
David M. Carlisle, M.D., Ph.D., Director, Office of Statewide Health Planning and Development		
Gary Clarke, Chief Information Officer, State Bar		
Pat Henning, Director, EDD		
John Jewell, Head Librarian, California State Library		
Karen Johnson, Deputy Director of Administration, Board of Equalization		
J. Clark Kelso, State Chief Information Officer		
Ken Miyao, Director, Department of Motor Vehicles		
Mike Navarro, Director, Department of Personnel Administration		
Jimmy Orr, Chief Deputy Director of Communications, Governor's Office		
John Rea, Department of Industrial Relations, Chief Deputy Director and Acting Director		
Sandra Shewry, Director, Department of Health Services		
Floyd Shimomura, State Personnel Board Executive Officer		
Nick Smith, Deputy Controller, State Controller's Office		

Wayne Strumpfer, Acting Commissioner, Corporations	
Charlene Zettel, Director, Department of Consumer Affairs	